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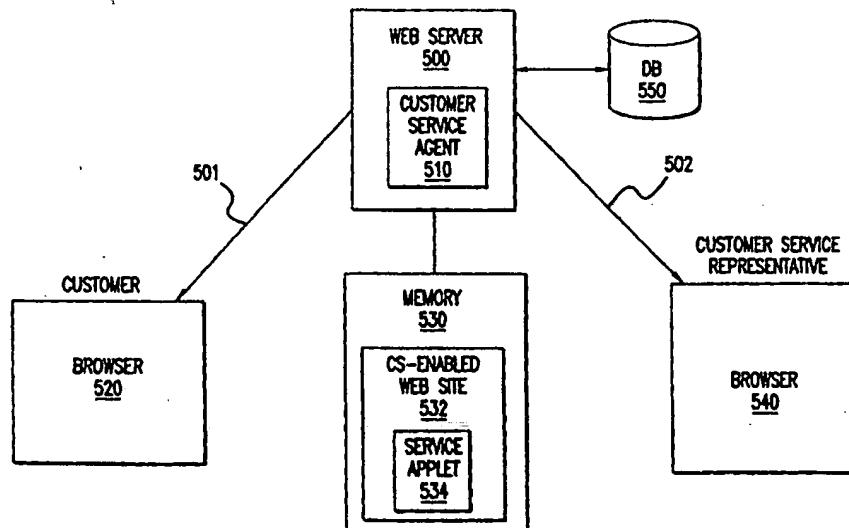
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(54) Title: METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR PROVIDING CUSTOMER SERVICE OVER THE WORLD-WIDE WEB

(57) Abstract

A method, system, and computer program product provides live customer service between a customer and a CSR in real-time over the World Wide Web. Customer service for the Web is provided which is secure, private and responsive to particular customer needs. Queries sent by potential customers browsing a Web site are intelligently routed to appropriate customer service representatives. Potential customers browsing a Web site are also intelligently routed to appropriate customer service representatives. A memory coupled to a server stores a CS enabled Web site having a service applet. When a customer



browses the CS-enabled Web site, the service applet is downloaded and executes in a customer computer to support the live customer service. The server executes a customer service agent. The customer service agent enables a customer service window to be displayed by the customer browser. A CSR window is displayed on a browser of the CSR. The customer service agent and service applet determine whether a customer qualifies for live customer service. The level of customer service to be provided can be based at least upon one of the following: browsing data gathered while the customer browses the CS enabled Web site; a customer profile; and a policy of the CS enabled Web site. The customer service window can include a service dialog window and/or a service form. Polling allows a customer to be notified while the customer is browsing the Web that a CSR has chosen to respond to the query input by the customer. Messages are encapsulated/de-encapsulated in HyperText Transport Protocol (HTTP) to pass through Internet firewalls. Secure communication for Web-based customer service is provided. Communication between the customer and the CSR can be supervised and customer service performance can be tracked.

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A. CLASSIFICATION OF SUBJECT MATTER
IPC 6 G06F17/30 G06F17/60

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
IPC 6 G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
P,X	WO 97 42582 A (NETCAST COMMUNICATIONS CORP) 13 November 1997 see abstract; claims 1-26 see page 1, line 4 - page 3, line 20 see page 4, line 10 - page 14, line 35 ---	1-47
Y	EP 0 740 445 A (ROCKWELL INTERNATIONAL CORP) 30 October 1996 see abstract; figures 1-3 see column 1, line 5 - column 7, line 42; claims 1-24 ---	1-47
	-/-	

Further documents are listed in the continuation of box C.

Patent family members are listed in annex.

* Special categories of cited documents :

- "A" document defining the general state of the art which is not considered to be of particular relevance
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- "O" document referring to an oral disclosure, use, exhibition or other means
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- "T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
- "X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
- "Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.
- "&" document member of the same patent family

Date of the actual completion of the international search

15 October 1998

Date of mailing of the international search report

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INTERNATIONAL SEARCH REPORT

International Application No
PCT/US 98/11931

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
2 Y	SCHILIT B N ET AL: "TeleWeb: loosely connected access to the World Wide Web" FIFTH INTERNATIONAL WORLD WIDE WEB CONFERENCE, PARIS, FRANCE, 6-10 MAY 1996, vol. 28, no. 7-11, pages 1431-1444, XP004018240 ISSN 0169-7552, Computer Networks and ISDN Systems, May 1996, Elsevier, Netherlands see abstract; figure 1 see page 1431, column 2, line 10 - page 1433, column 1, paragraph 3 see page 1434, column 1, paragraph 3 - column 2, line 4 see page 1437, column 1, paragraph 2 - page 1438, column 2, paragraph 1 see page 1441, column 1, paragraph 5 - page 1442, column 2, paragraph 2 ---	1-47
2 A	WAYNER P: "Noverra composes Epic for Java" BYTE (INTERNATIONAL EDITION), JULY 1997, MCGRAW-HILL, USA, vol. 22, no. 7, pages 122-123, XP002080613 ISSN 0360-5280 see the whole document ---	1-47
2 A	SAKAGAMI H ET AL: "Learning personal preferences on online newspaper articles from user behaviors" SIXTH INTERNATIONAL WORLD WIDE WEB CONFERENCE, vol. 29, no. 8-13, pages 1447-1455, XP004095339 ISSN 0169-7552, Computer Networks and ISDN Systems, Sept. 1997, Elsevier, Netherlands see abstract; figure 1 see page 1449, column 1, paragraph 3 - page 1450, column 1, paragraph 4 -----	1-47
2		

INTERNATIONAL SEARCH REPORT

International application No.
PCT/US 98/11931

Box 1 Observations where certain claims were found unsearchable (Continuation of item 1 of first sheet)

This International Search Report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

1. Claims Nos.:
because they relate to subject matter not required to be searched by this Authority, namely:

2. Claims Nos.:
because they relate to parts of the International Application that do not comply with the prescribed requirements to such an extent that no meaningful International Search can be carried out, specifically:

3. Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a)

Box II Observations where unity of invention is lacking (Continuation of item 2 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

see additional sheet

1. As all required additional search fees were timely paid by the applicant, this International Search Report covers all searchable claims.
2. As all searchable claims could be searched without effort justifying an additional fee, this Authority did not invite payment of any additional fee.
3. As only some of the required additional search fees were timely paid by the applicant, this International Search Report covers only those claims for which fees were paid, specifically claims Nos.: _____
4. No required additional search fees were timely paid by the applicant. Consequently, this International Search Report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.: _____

1-47

Remark on Protest

The additional search fees were accompanied by the applicant's protest.
 No protest accompanied the payment of additional search fees.

FURTHER INFORMATION CONTINUED FROM PCT/ISA/ 210

1. Claims: 1-47

Methods for allowing communication between a user browsing the WWW and a service agent, the interaction optionally taking place in a window of the browser page currently being used.

2. Claim : 48

Locating and setting in conference, through text and audio supporting devices and text/audio translating devices, of persons.